

Amendments to the Specification:

Please replace the paragraph that begins on page 9, line 1, with the following amended paragraph:

The Bridge component 114, shown in more detail in FIG. 3, contains a mapping ruleset 302; a web admin interface 306, communicatively coupled to the mapping ruleset 302 and to customization tools 112 located at a customization workstation 110; a gateway interface 304 communicatively coupled to each gateway 116, 118 in the system; an XML parser 310, communicatively coupled to the mapping ruleset; an XML to XML translator 308, communicatively coupled to the mapping ruleset 302, the XML parser 310, and the gateway interface 304; and persistent memory 208 communicatively coupled to the XML to XML translator 308 and the gateway interface 304. According to the present example, a neutral dataset comprises an XML document. Additionally, according to an alternative preferred embodiment of the present invention, the bridge component 114 provides a web administrative interface 306 is communicatively accessible by means of a browser.

Please replace the paragraph that begins on page 9, line 15, with the following amended paragraph:

FIG. 4 illustrates the exemplary XML gateway 116, 118 according to a preferred embodiment of the present invention. The gateway 116, 118 acts as an adapter to the database 122, ~~124, that it is associated with~~ 124 with which it is associated. ~~It~~ The gateway 116, 118 is written specifically for the database 122, ~~124, it connects to~~ 124 to which it connects and serves. The gateway 116, 118 in this example, is communicatively coupled to a database 122, 124, respectively, via a database interface 408. The SQL to XML translator 402 translates SQL ~~resultsets~~ results, such as problem ticket data stored in database A 122 into XML documents. The SQL to XML translator 402 is communicatively coupled to the database interface 408 and a bridge interface 404. The bridge interface 404 is communicatively coupled to the XML bridge 114. The XML to SQL translator 406 converts XML documents received from the bridge 114 into a set of SQL transactions to be carried out against the associated database 122, 124. The XML to SQL translator 406 is also communicatively coupled to the database interface 408 the bridge interface 404.

Please replace the paragraph that begins on page 11, line 4, with the following amended paragraph:

According to a preferred embodiment of the present invention, each mapping rule comprises a type and instructions for obtaining one or more target data element values as a function of one or more source data element values. The type contains all the information about relationships among data elements used by the function. According to an alternative preferred embodiment, there are a finite number of prespecified rule types that are defined generally for XML documents. A first type restricts the function to one target data element that is restricted from repeating in the target dataset by the relationships of the target schema and to any number of source data elements that are restricted from repeating in the source dataset by the relationships of the source schema. A second type restricts the function to one instance of a group comprising multiple data elements that are restricted to ~~repeat~~ from repeating as a group by the relationships of the target schema and to any number of source data elements that are restricted from repeating in the source dataset by the relationships of the source schema. A third type restricts the function to a first number of instances of a group comprising multiple data elements that are restricted to ~~repeat~~ from repeating as a group by the relationships of the target schema, a second number of instances of a group comprising multiple data elements that are restricted to ~~repeat~~ from repeating as a group by the relationships of the source schema, and any number of source data elements that are restricted from repeating in the source dataset by the relationships of the source schema, the first and second numbers being equal.

Please replace the paragraph that begins on page 16, line 5, with the following amended paragraph:

Each gateway 116, 118 according to a preferred embodiment, runs in a stateless fashion without touching a disk, for runtime input or output, to store any of its ~~state~~ states by relegating those responsibilities to the bridge 114 as described above. This feature makes the gateway 116, 118 fast in sending out datasets from the associated database 122, 124 and receiving in datasets from the bridge 114 to insert into the associated database 122, 124. A bridge component 114 preferably remembers XML documents that it has transformed by storing them in persistent ~~storage while the~~ storage. ~~The~~ gateways 116, 118 keep their work in volatile storage, thereby improving the performance of the gateways 116, 118 relative to the performance of the bridge 114.